

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: State Radio Manager

Class Code: 40396

A. Purpose:

Provides overall supervision of the State Radio Communications dispatch operations and Capitol complex security monitor operation by evaluating services, establishing policies and procedures, enforcing rules and regulations, developing the budget and directing daily operations to provide efficient and continuous communications for law enforcement and emergency services statewide.

B. Distinguishing Feature:

The State Radio Manager manages and supervises assigned communications resources and efforts statewide that provides services to law enforcement and emergency services.

The Communications Specialist Supervisors supervise Communications Specialists at a State Radio Communications Station, direct and monitor daily communication activities, investigate and provide information regarding complaints, request maintenance on tower sites and equipment, and perform communications specialist duties.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Directs and manages State Radio communication activities to ensure effective and adequate statewide coverage 24 hours a day, 7 days a week, 365/366 days per year.
 - a. Coordinates the operations of three dispatch stations and the Capitol Complex Security station.
 - b. Supervises State Radio Specialist Supervisors, and oversees supervision of communication specialists.
 - c. Supervises Capitol Complex Security Monitor operations and personnel.
 - d. Develops and implements program policies and procedures and supervises their implementation with state and local agencies.
 - e. Develops program budget request, monitors expenditures and approves program purchases.
 - f. Serves as liaison between program and federal and state agencies and represents State Radio at meetings.
 - g. Researches, develops, and implements cost and time-saving methods to provide effective services to state and local agencies.
 - h. Keeps staff aware of policy and procedure changes.
 - i. Acquires and analyzes data for development of policies and procedures, to respond to questions, and for development of recommendations for changes and improvements.
 - j. Remains current in trends and requirements for radio and teletype dispatch operations.
2. Supervises alarm and closed circuit TV monitor personnel.
 - a. Reviews requests for equipment needs and determines appropriate response.
 - b. Establishes and maintains a timely review of data collected.
 - c. Verifies completeness and functionality of the system.
 - d. Makes recommendations in program changes or implementation to capture data needed to respond to information requests.
 - e. Remains current in trends and requirements for security of buildings and security of supporting infrastructure.
 - f. Maintains good working relationship and open lines of communication with BIT

- personnel.
 - g. Completes work/day off schedule for employees.
 - h. Reviews agency requests to add alarms or CCTV to the system.
3. Serves as liaison with South Dakota Army National Guard for secure communications link to Department of Public Safety to ensure continuous secure communications service.
 4. Serves as the Governor's appointee as Public Safety Communications Council Representative for the Department of Public Safety.
 - a. Updates protocols and standards for the operation and use of the South Dakota Interoperable Communications System.
 - b. Develops strategies and recommends suggestions to improve current and future operations of the radio network.
 - c. Develops recommendations for legislation or other state action that may be developed to further promote public safety communications.
 - d. Develops recommendations and strategies for best utilization of grant funding to improve public safety communications.
 5. Supervises subordinate staff to ensure the objectives of the work unit are met.
 - a. Interviews staff.
 - b. Provides training and work direction.
 - c. Approves leave requests and time sheets.
 - d. Conducts staff visits to State Radio Communications Stations.
 - e. Addresses staff problems and determines disciplinary action.
 - f. Conducts performance reviews and completes performance documents.
 6. Performs other work as assigned.

D. Reporting Relationships:

Reports to the Superintendent, Division of Enforcement, Department of Public Safety. Supervises Communications Specialist Supervisors, (N14) and Dispatchers, (N09) and oversees the supervision of Communication Specialists, (N12).

E. Challenges and Problems:

Challenged to supervise a statewide communications team maintaining operations 7-days a week, 24-hours a day, 365/366 days a year at three locations. This is difficult because of the necessity to ensure functionality and adequate staffing for South Dakota's Emergency Communication System supporting the Highway Patrol troopers, Division of Criminal Investigation Agents, Game Fish and Parks Conservation Officers and Law Enforcement Officers (Park Rangers) in addition to county and city law enforcement and emergency services personnel. Further challenged to educate users throughout the state to ensure accuracy and to stay abreast of innovative technical solutions within budget constraints.

Typical problems include recruiting and retaining quality personnel for the dispatch centers, balancing the needs of the State radio system with the needs of individual users, and establishing and enforcing guidelines regarding radio systems protocols. The technical side of communications is continually changing and being improved. Managing to stay on top of innovative solutions while balancing a general fund budget for the dispatch stations for both the Communications Specialists and Dispatchers is a continual challenge.

F. Decision-making Authority:

Decisions made include determining long-term and daily operational policies and procedures such as approval for three talkgroups, authorization for minor equipment needs, employee counseling and minor disciplinary actions, training needs and identifying appropriate sources for professional development of personnel; content of correspondence prepared for the Superintendent; the need for staff assistance support; and determining equipment needs and proposing the initial budget request.

Decisions referred include major equipment and software purchases, hiring and termination of personnel, finalization of all draft responses and reports and the content of meeting/conference agendas and locations.

G. Contact with Others:

Daily contact with the public to respond to questions and assist in referral to other state agencies; weekly contact with highway patrol district offices in order to obtain information for reports and letters of response, assistance to the command staff regarding the software programming accessible by them within the State Radio Communications operations and for assistance with administrative functions, with other public service answering points to review communications with field personnel as well as to ensure information flow and with public safety agencies to conduct administrative functions on behalf of the Public Safety Communications Council. Contact as needed with the National Guard to maintain the secure communications link with the Department of Public Safety.

H. Working Conditions:

Typical office environment.

I. Knowledge, Skills and Abilities:

Knowledge of:

- multi-talk group communications systems, teletype systems, and multi-line electronic key telephone networks;
- the Incident Command System;
- communication network operating procedures;
- basic computer operations including Microsoft Office software;
- budget preparation and operation;
- supervision techniques.

Ability to:

- operate a digitally trunked radio;
- communicate effectively orally and in writing;
- prepare and manage budgets;
- manage time effectively;
- plan, organize, prioritize, and handle tight deadlines on time;
- deal tactfully with and work effectively with law enforcement officers, emergency response personnel, field units, agency personnel, and the public;
- work irregular hours, holidays, and weekends;
- exercise good judgment;
- obtain and retain a Department of Defense Secret clearance to retain employment;
- obtain and remain certified as a teletype operator;
- supervise personnel in remote locations.